

VA**U.S. Department
of Veterans Affairs**

News Release

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Washington, D.C. -- The Department of Veterans Affairs (VA) and the FedEx Center for Cycle Time Research at the University of Memphis's Fogelman College of Business and Economics will collaborate on a research project to improve VA's delivery of veterans benefits.

The project will use cycle time reduction principles to help VA examine faster and more accurate claims processing services for veterans. Cycle time reduction is a term for methods developed by the FedEx Center to improve productivity and service and reduce overall costs and work process time. The project also will help VA develop better ways to measure how well it is meeting veterans' needs and expectations.

Research by the FedEx Center has led to the reduction of cycle time in public and private sector business processes, which has resulted in lower costs and/or increased customer service. VA's ongoing reengineering effort in the claims adjudication process will be reviewed by FedEx to validate current plans and determine if any further improvements can be made using cycle time reduction techniques.

The project's focus on improving VA performance measures will cover all of VA's health care, benefit payments and burial programs. The FedEx Center is donating its time and resources to the project.

VA and FedEx Center officials expect results of this public/private partnership to identify specific opportunities and best business practices that will enhance VA's commitment to honor and care for the nation's veterans.